New England Deaconess Hospital
Boston, Massachusetts

pulse

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Mr. William Branson, Patient Service, checks Blue Cross/Blue Shield forms while Miss Liana Marcotte operates the teletype machine.

Direct Line To Blue Cross

Teletype Machine A Boon To Patient Service

With the arrival of a teletype machine put out by Bell Telephone, Patient Service now has a direct line to the central Blue Cross/Blue Shield office in downtown Boston.

The Deaconess is one of 17 greater Boston hospitals that subscribes to HINT – Hospital Information Network Telecommunications – a transmitting and receiving network designed to speed up the process of checking on the type of Blue Cross and Medicare coverage patients are entitled to receive.

Before when patients were admitted, Patient Service waited at least four days for an answer through the mail from Blue Cross/Blue Shield approving coverage for hospitalization on certain types of Blue Cross such as Federal, National accounts and State Plans. Now, the teletype operator has only to type identifying information about each new patient which is simultaneously coded on a punched tape. When she has coded information for 15 patients, the tape is decoded on a reader which translates the information over a special telephone wire into the Blue Cross office. A check is made for approval and type of hospital coverage for each patient. When the information is found it is transmitted back to Patient Service and automatically typed out on the proper form.

Information on in-state patients is usually received the same day, while out-of-state patients require a longer period of time. The chance of error is decreased because the telephone checking has been eliminated. Also the machine shuts off at midnight with a final tally of the requests for approval and the number of approvals granted. Although the teletype has been used only for checking Blue Cross and Medicare coverage, it may also be used for emergency purposes. If a hospital is in need of special supplies, the hospital will transmit the information to Blue Cross and they will send out the request to hospitals in the network. When the supplies are found, the central office can relay the message to the hospital in need of the supplies.

NEW HOURS FOR COFFEE

To eliminate the waiting line outside the cafeteria during coffee break, the cafeteria will be open on a trial basis from 6:30 a.m. to 3 p.m. for coffee, juice, and snacks. Breakfast, lunch, and dinner will be served at the presently scheduled hours.

With the aid of a crane, an accounting machine is lowered to the ground from the Deaconess roof. The unit, which is part of a system currently being replaced, was too large to fit in the Deaconess elevator.

Construction News

Lift-Off: Pilgrim Road

Pilgrim Road recently took on the appearance of a launching pad when a crane was brought in to lift 350-pound granite coping stones to cap the brick wall which encompasses the roof area of the new addition. The crane was also used to lower the steel beams supporting the staging from which the brick layers worked. A large accounting machine, no longer needed due to the recent installation of a new computer, was lowered from the Deaconess roof by the crane after it was discovered to be too large in size and weight to be brought down intact in any of the Deaconess elevators.

The new high speed Central elevators are nearing completion and will be operating by the end of January. Lighter and brighter in decor, the elevators are twice as fast as the old Central elevators. As soon as the new elevators are in operation, the two existing passenger and one service elevator will be taken out of service and converted to high speed operation.

A large number of windows for the new patient rooms have been set in place. The specially designed windows are tinted to reduce sun glare. A venetian blind is positioned between two layers of glass, and the

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Mr. Mortimer Schiff

Mr. Schiff Promoted

Mr. Mortimer Schiff, Assistant Purchasing Agent, will become Manager of Purchasing as of February 15. He will replace Mr. W. Clifford Fisher, Purchasing Agent, who is resigning to accept a position with the University of Massachusetts Medical School and Hospital.

Before his arrival at the Deaconess three years ago, Mr. Schiff was Purchasing Agent for seven years at the Brookline Hospital. He attended Clark University in Worcester, Mass. He lives in Wayland with his wife and four children, Deborah, Jonathan, Amy and Andrew.

One of the Busiest, Fast-Moving Spots in the Hospital

The Observation Unit

A middle-aged woman calls her physician complaining of a pain in her chest. It could be a heart attack.

An evening shift maintenance employee falls from a ladder and sustains a lacerated chin.

A hemophiliac, suffering from uncontrollable bleeding, requires transfusions of special clotting factors.

Where can the needs of these patients best be taken care of? The Observation Unit on Deaconess 2 serves a triple purpose for Deaconess doctors and employees. The possible heart attack victim is brought into the Unit for a cardiogram, x-rays, and laboratory tests to determine whether she has suffered a coronary. If the tests are positive she will be admitted to the Hospital for more intensive care. The lacerated chin of the maintenance employee is closed with sutures, and he is released from the Unit. The hemophiliac receives a transfusion within the Unit and is released hours later.

The Observation Unit is a "halfway station" where the severity of illness determines whether the patient should be admitted to the Hospital for further treatment or merely treated and released. If a patient can be taken care of in the Unit, a more efficient use of hospital beds and services is maintained.

The design and function of the Observation Unit, which opened in September 1967, has been the responsibility of a special committee of nurses, adminstrative personnel and doctors, with Dr. W. Bradford Patterson as chairman. It was formed primarily as a place where Deaconess staff doctors could refer patients with potentially serious problems for a 24-hour period of observation. A patient experiencing a diabetic reaction who could not be cared for at home might be brought into the Unit for treatment and later released. There was also a need for an emergency room where employees could be treated after the closing hours of the Health Clinic. Considered secondary to observation and emergency patients are scheduled patients who come to the Unit for minor surgery, transfusions, or chemotherapy and are released two to eight hours later.

Unit Coordinator Carolyn Wilson records information from the father of a patient.

The Unit opened in the area on Deaconess 2 formerly occupied by the Thrift Shop. The space was transformed into a nursing station, waiting room, doctor's office, and two patient rooms with two beds in one room and three stretcher-beds in the other. The waiting room was subdivided into another patient room last year when the demand on the Unit necessitated additional room.

The Unit is covered on a 24-hour basis by an intern and medical house officers under the supervison of Dr. James L. Tullis, Chairman of the Department of Medicine, and Dr. Cornelius E. Sedgwick, Chairman of the Department of Surgery. Supervised by Miss Jean Hopkins, registered nurses on a rotational basis include Head Nurse Mrs. Virginia Kussman, Miss Carol Conwell, Miss Jane Erskine, Miss Katherine McArdle, Mrs. Maria Hanlon, Miss Finny Abel, and Miss Patricia Haggerty. Unit Coordinator Miss Carolyn Wilson handles the clerical duties of the Unit. Without the help of nursing aides, Mrs. McNeil Crichlow, Mrs. Hermine Grace, and Mrs. Eudell Holmes, the Unit could not function. When a patient emergency arises, the physician usually calls the Unit ahead of time to provide information about the patient and allow time for any existing records to be obtained from the Medical Record Room. When the patient arrives, tests and treatment may begin immediately. An adjoining laboratory is available, where the house officer on duty can do urine and blood tests. Because several cardiac arrests have occurred in the Unit, a cardiac monitor, and defribrillator were purchased.

Off-the-street emergencies are few in number, but no one is ever refused treatment. When a motorcycle accident occurred on the Riverway, two Deaconess interns who were eating lunch in the cafeteria rushed through the windows to help the victim. He was brought into the Unit and treated for a fractured skull.

The demand on the Observation Unit has continually increased since it was opened. During the first months of operation, 61 patients were treated in the Unit. Now the Unit averages nearly 300 patients a month. Four-fifths of the patients treated in the Unit are referred by Deaconess physicians, the remaining fifth are employees and a sprinkling of nursing students and off-the-street emergencies. Approximately two-thirds of all the patients brought into the Unit are discharged, while one-third are admitted to the Hospital. Because of this increased demand on the Unit, expansion is currently being planned.

One of the busiest and fastest-moving spots in the Hospital, the Observation Unit is the place to go for emergency treatment administered by a rapid, efficient crew of doctors and nurses.

Dr. Robert Dye checks the heart beat of this patient before she is released, while Mrs. Virginia Kussman, Head Nurse, looks on.

The Observation Unit is a busy place when an emergency arises.

The Deaconess Christmas Story

The Deaconess ushered in the Yule Season with caroling, parties, and an imposter whose red velvet costume needed no extra padding. Roger Peterson kicked off the Annual Christmas Party, December 18, with his entree as Jolly Old St. Nicholas—complete with sleigh and driver. Miss Elizabeth Murphy, Personnel, took over the job of eight reindeer and led the sleigh around the cafeteria as St. Nick handed out corsages, cigars, and bubble bath to delighted employees. Miss Murphy, Mike Bracken, Grounds and Miss Rita Dennehy, Laundry, deserve credit as the elves who decorated the sleigh and decked Mr. Claus in his Yule attire. The Dietary Department provided tables loaded with punch, eggnog, cookies, candy and nuts, served by department heads and administrative members. All employees received a box of candy from Mr. Fisher supplied by Purchasing. Special thanks goes to Mr. Francis Matthews and the Personnel Department for organizing and planning a "cool yule" party.

The Central lobby took on the appearance of Santa's Workshop, December 5 when the Friends of the Deaconess held their Annual Christmas Bazaar. Colorfully decorated tables laden with everything from jewelry to jelly went on sale to visitors, doctors and employees to benefit the School of Nursing. Arranged by the Friends and members of the Nursing School, the bustling affair netted the School $2,200.00 to be used for scholarship purposes.

Miss Ellen D. Howland, Assistant Director, hosted her Christmas Tea December 15 in Harris Hall. Several of the attractive decorations were made by Miss Howland including revolving music boxes in the shape of glittered Christmas trees, and a hollowed cabbage containing a burning candle.

The Student Nurses Glee Club presented their Christmas Concert December 16 in Joslin Auditorium. The group was led by Mr. John Markarian Jr. and soloists were Barbara Falkowski and Jane Ashley. The Westwood High School Double Quartet was featured as the Guest Ensemble.

Patients were not forgotten during the holiday season. Cheery Christmas decorations brightened the floors and patients were treated to a delicious Christmas dinner including turkey and all the fixings.

A visitor peers at an appetizing assortment of pastries at the Friends of the Deaconess Christmas Bazaar.

Santa Claus, alias Roger Peterson, gives out treasures from his sleigh to employees at the Christmas Party.

Mr. John Markarian Jr. leads the Student Nurses Glee Club in a Christmas carol.

Miss Ellen Howland, Assistant Director, hosts her Christmas Tea.

Hospital carolers, led by Mr. Vernon Truell, entertain in the lobby.

PROFILE: Miss Ellen Adams

One of the most challenging jobs at the Deaconess belongs to Miss Ellen Adams, Assistant Director of the Hospital, but she won't let on that the responsibility for the division of Administrative Services which includes Booking, the Chaplain, Dental Clinic, Libraries, Night Administration, Pharmacy, Social Service, and Volunteers, is any great strain for her shoulders to bear.

Hospital Administration is a far cry from her courses of study at Oberlin College where she received a B.A. in French and History of Art. Feeling a need for secretarial training before attempting her first job, she enrolled in the Katharine Gibbs School in Boston for a year. She then attended Radcliffe College and received a Certificate in Personnel Training, a course that is now absorbed into the Harvard Business School.

Prior to coming to the Deaconess Miss Adams was a consultant for a job evaluation study at St. John's General Hospital in Pittsburgh and a research assistant in this field at the School of Business Administration, University of Rhode Island. Arriving with a solid background in job evaluation, she became the first Personnel Director at the Deaconess in June 1944. Her first office was in the rear of the Faculty House until space was made on Deaconess I for the newly-formed department. Miss Adams began by evaluating all of the jobs within the Hospital. To centralize employment, job applicants were recruited, interviewed, and referred by her to the departments heads. Wage and salary administration evolved as an integral part. Her department expanded first to include a secretary, then a Personnel Assistant, and finally an Assistant Director. Miss Adams was responsible for recommending and establishing personnel policies and formulating them into the Hospital's first employee handbook — *Glad to See You* — which is currently being revised. With the opening of Central, the Personnel Department moved to its present location on Central I. When Miss Adams left her post as Personnel Director in 1965 to devote full-time to her position as Assistant Director of the Hospital to which she was promoted in May 1963, the number of Hospital employees had climbed to 1,200 — a big jump from the 350 employees in 1944 when she arrived.

As Assistant Director, Miss Adams works closely with Mr. Richard E. Lee, Director, and handles special administrative assignments. She is helping the Friends of the Deaconess prepare for the relocation of the Gift Shop to the present location of the Pharmacy in the lobby. Involved in the interior decoration of the new addition and in particular of Central XI, in January she will visit hospitals in Chicago, Los Angeles, Rochester (Minn.), Houston, St. Louis, and New York. She will seek answers to questions concerning room furnishings, and services such as food, housekeeping, admitting and discharge procedures.

Miss Adams finds her job fascinating because "there is no set routine, and I never know what special projects will be coming my way," she said. She organized the recent job evaluation study completed by the Job Study Committee, with the help of Mr. Peter Campisano, Mr. Thomas Porter, who wrote most of the descriptions, Miss Marjorie Pond and Miss Zelia Gorman. "I punted the ball," she laughed, "and they picked it up and carried it."

Miss Adams answers the many questionnaires that come to the Deaconess. She put together the questionnaire that goes out to patients, processes the results, and handles any patient complaints. Ever grateful for her secretarial training, she keeps the minutes for Department Head Meetings, Administrative Staff Meetings, and the Out-Patient Clinic Committee Meetings. She catalogues the votes of the meetings of the Executive Trustees Committee and the Medical Administrative Board.

Active in hospital affairs outside the Deaconess, Miss Adams served as President of the Massachusetts Hospital Personnel Directors Association from 1949-50 and again in 1961-62. During the second term she worked closely with the Greater Boston Hospital Council setting up uniform fringe benefit policies. She also served as President of the Womens Personnel Club of Boston. She is a member of many associations including the American Hospital Association, the American Society of Hospital Personnel Directors, the Massachusetts Hospital Association, Assistant Administrators Association of Massachusetts, and the Massachusetts Hospital Personnel Directors Association. She serves on the Advisory Committee of the Career Service Bureau at the Women's Educational and Industrial Union, and served several terms on the Greater Boston Hospital Council's Personnel Policy Committee.

Recognition of her work is noted in *Who's Who of American Women* and *Dictionary of International Biography*. She is also a Nominee of the American College of Hospital Administrators. Active in the Old South Church in Boston, she is a member of the Music Committee and previously served on the Church Council for two separate four-year terms of office.

Miss Adams was bitten by the travel bug at an early age and visited Europe twice while her parents were on sabbatical leaves from the Oberlin Conservatory of Music where they taught singing. She toured Switzerland and Northern Italy for three weeks during the fall.

Her parents' interest in music has led to her love of music. She attends the Celebrity Series, Boston Symphony Orchestra Concerts, and is an avid theater-goer. Although she is on the go every minute, she most enjoys puttering around the kitchen experimenting with new recipes.

Mr. Haner Retires

Ralph Haner, Master Plumber in the Maintenance Department, will be able to fish to his heart's content now. At a retirement party December 26 in the Maintenance shop his coworkers presented him with a spinning reel and pole. Mr. Richard E. Lee, Director, was on hand for the party and presented an alligator billfold to Mr. Haner from the Hospital.

Mr. Haner came to the Deaconess in 1957 and has been a master plumber for over 40 years. An avid fisherman, he has spent many vacations in Quebec fishing.

Fishing isn't number one on the agenda now. He is busy planning a trip to Mexico for a couple of months.

CONSTRUCTION NEWS

(*Continued from Page* 1)

angle of light is controlled by a knob inside the room.

After extensive deliberation and evaluation by members of the Medical Staff, Surgery, Nursing, Maintenance, and Housekeeping, electric beds manufactured by Simmons Company, were selected for use in the new addition. Beds for the Intensive Care and Recovery Room areas have not been selected.

Microfilmer Records Lab Reports

Miss Maureen Doherty, Pathology Records, inserts a card into the microfilmer.

Maureen receives a photocopy of the report projected on the screen.

The Pathology Laboratory has begun condensing 47 drawers containing 42 years of surgical pathology records into the space of one filing cabinet drawer. A new high speed microfilming unit that is capable of photographing 400 records per minute is doing the trick.

The Recordak microfilming machine has already completed over 100,000 of 290,000 of these records which were previously recorded on four-by-six inch cards. The new procedure will not only save space but eliminates the chance of losing or misfiling valuable information. Currently, reports are typed on 8½ by 11 inch sheets and then transferred to a card for filing purposes. When the department has completed the backlog of cards it will begin filming directly from the original reports.

As the cards are inserted in the microfilmer they are reduced 32 times in size and recorded on film. Both sides of the document are photographed simultaneously yielding 11,200 images per 100 feet. Since the camera in the microfilmer holds two rolls of film a duplicate security copy is created.

When the diagnosis of a particular report is required the roll of film containing the report is inserted into the reader printer — a unit separate from the microfilmer. A scanning device and indexer control enable the operator to locate the particular report rapidly. An illuminated screen magnifies the image on the roll 32 times. The reader printer will also produce a photocopy of the report projected on the screen.

The microfilmer and reader printer, located in Mr. Knopp's office on Palmer I and operated by his secretary, Miss Anita Aucoin, were purchased in the fall for a total cost of $4,500. It is hoped the system will prove to be a valuable space and time saver for storing surgical reports and that it can also be used for storing Bacteriology work reports and Blood Bank donor cards.

From left to right, Sgt. Albert Ianetta, Sgt. Charles Wright, and Sgt. Richard Naliwaika have over 60 years combined service in the Army.

Army Service Totals 60 Years For Three

Three employees in the Housekeeping Department have over 60 years of combined service in the Army and an overwhelming number of decorations and medals. Master Sergeant Albert E. Ianetta, Master Sergeant Charles R. Wright, and Sergeant First Class Richard J. Naliwaika are working the evening shift in Housekeeping while they are stationed at the Boston Army Base as Reserve Advisors.

Sgt. Ianetta has served 19 years and has one more year before his retirement. During the last three years he had two tours of duty in Vietnam for a total of 22 months. On the first tour he served as an Administrative Advisor for the 5th, 10th, and 25th Arvn Divisions. On the second tour he served in MACV-CORDS, a program of civilians and military personnel working together to teach the Vietnamese people how to build homes and schools and better methods of farming. Sgt. Ianetta was decorated with an Award of Commendation Medal.

Sgt. Naliwaika has 23 years of service and "has no intention of retiring." He served in World War II, the Korean War, and a total of four years in Vietnam. As a Combat Engineer in support of Infantry operations he was responsible for clearing jungle, field fortification, mine field clearance, bridge building, road and air field construction, and housing for divisional size units. For nine years he was on a bomb disposal team, dismantling mines, bombs, and other explosives. Among Sgt. Naliwaika's many decorations are three Purple Hearts, two Silver Stars for Valor, and six Bronze Stars.

Sgt. Wright is due to retire March 1 after 22 years of service in the Army. He served in Germany, Austria, Italy, Japan, Korea, the Far East, and returned in December 1968 from a one-year tour of duty in Vietnam. As a Regional Force Advisor he coordinated on operations with the Vietnamese and trained the local peasants as reserve units to provide security for their villages. Sgt. Wright's decorations include a Bronze Star, an Army Commendation Medal, a Vietnam Cross of Gallantry Medal, and a Combat Infantry Badge.

Nurse Recruitment Program Begins

Mr. Francis Matthews, Director of Employee Relations, has embarked upon a three-month recruiting program outside the New England area in an effort to recruit at least 30 nurses for the Hospital in preparation for the opening of the Central addition next fall.

He will be visiting baccalaureate and associate degree schools primarily in the southern states but as far west as Iowa, and also Canada. He will take in such out-of-the-way places as St. Francis Xavier School of Nursing in Antigonish, Nova Scotia, and large universities such as Columbia University in New York City and Duquesne University in Pittsburgh. He will interview students in the college placement office, in the school of nursing, or talk with groups in the dormitory. New brochures about nursing at the Deaconess featuring the Hospital's reputation for specialized treatment and dedicated patient care will be given out to interested students.

Mrs. Joan Dangel will recruit within the New England area beginning in Connecticut and working up through Rhode Island, Vermont, New Hampshire, and Maine by April.

Patient Applause

I have recently returned from a 12-day stay at the Deaconess Hospital from an operation done by Dr. Rowbotham. I just had to write to congratulate you on the wonderful staff of surgeons, doctors, nurses, and nurses aides.

The superb attention I received from each and everyone was incredible. In no other hospital is there so much concern, patience, and kindness. I was able to observe my dietary laws as I am of Jewish faith, thanks to your Dieticians.

I was in Palmer 206 and was fortunate to have Dr. Sundwal, Dr. Ganz, and Dr. Goldstein to name a few, whose devotion to the care and well-being of their patients was above and beyond the call of duty. I had the opportunity to observe their kindness and patience with an elderly patient with Parkinson's disease who was frightened at times and had a language barrier. Their reassurance to her, the tender loving care by the nurses and aides was most heart warming. I came away enriched by the experience.

If the United Nations could only come down to the Deaconess Hospital and listen and observe how wonderful all people get along there with respect for race, color, and religion, there would be no wars and no trouble between the races.

You are certainly to be congratulated for the hard work you must have put in to get together such wonderful medical talent — doctors, nurses, dieticians, and nurses aides.

MRS. ANNIE SHAFFER
Dorchester, Mass.

NEWSMAKERS

Mr. Richard F. Cowing, Cancer Research Institute, was made a Fellow of the American Public Health Association at their Annual Meeting for 1969.

Mr. Maurice Fremont-Smith, Director of Development, was elected a Director of the Massachusetts Chapter of the National Association of Fund Raisers at their 1969 Annual Meeting.

Miss Elaine Carpenter, secretary and case aide in the Department of Social Service, is pictured in the Bryant College Secretarial Supplement, a catalogue published by Bryant College in Providence, R. I. Miss Carpenter graduated from the college in 1966 with an Associate Degree and is included in a section of the catalogue featuring graduates with interesting secretarial positions.

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The New England Deaconess Hospital Complex, including the Medical Office Building at One Ten Francis Street, Lahey and Overholt Thoracic Clinics, the Joslin Diabetes Foundation, Inc., the Cancer Research Institute and the Shields Warren Radiation Laboratory, is internationally known for diagnosis, treatment and research in general medicine, brain and chest surgery, cancer and diabetes.

PULSE is published monthly by the Public Relations Department of the New England Deaconess Hospital.

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Patients are served a Christmas dinner with all the fixings. See Christmas story and pictures on pages three and four.